

Liverpool John Moores University

Title: Operations and Technology Management
Status: Definitive
Code: **4004LBSBSC** (126311)
Version Start Date: 01-08-2021

Owning School/Faculty: Business and Management
Teaching School/Faculty: Business and Management

Team	Leader
Foteini Stavropoulou	Y
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Academic Level: FHEQ4 **Credit Value:** 20 **Total Delivered Hours:** 44
Total Learning Hours: 200 **Private Study:** 156

Delivery Options

Course typically offered: Semester 2

Component	Contact Hours
Lecture	22
Seminar	22

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	Report	Group Report	60	
Presentation	Presentati	Group Presentation	40	

Aims

1. To introduce students to all aspects of operations management theory and practice in both services and manufacturing;
2. To give students the skills to solve real-world operations-related problems.

Learning Outcomes

After completing the module the student should be able to:

- 1 Identify and explain operations management theories, models and tools within a case study context.
- 2 Identify and explain suitable tools and techniques to solve operations-related problems.
- 3 Identify appropriate operational strategies and explain these within the context of operational decision making.

Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

Group Report	1	
Group Presentation	2	3

Outline Syllabus

- 1. Introduction to Operations Management*
- 2. Developing an operations strategy*
- 3. Operation Process and Life Cycle*
- 4. Locating, designing and managing facilities*
- 5. Managing Supply Chain relationships*
- 6. Managing Materials and Inventory performance*
- 7. Managing Capacity and Demand*
- 8. Managing Quality*
- 9. Managing Queuing and customer satisfaction*
- 10. Developing new products and services*

Learning Activities

Lectures and seminars.

Notes

This module will introduce the students to how organisations produce goods and/or services. It is a broad subject that encompasses process and technology management and design, product design, production planning and control, quality management, supply chain management and inventory management. This module is designed to introduce the students to the theory and practice of these areas which can be studied in more depth in Levels 5 & 6 of the degree programme.